

### Study motivations

- Career progression – finding a job in childcare that might make her feel more settled and secure
- Confidence in applying for a job
- She thinks a relevant training might help her apply for and secure a job

### Educational background and experiences

- Learning English through the 'Adult Migrant English Programme'
- Previously worked in family clothes shop in Aleppo, Syria but stopped after marriage and children (now 7 and 5 years old)

# Learner profile 1

**Name:** Fatima

**Age:** 26

**Occupation:** Unemployed

**First language:** Arabic

**Location:** Refugee Camp in Northern Melbourne, Australia

### Study skills strengths and weaknesses

- Feels very anxious most time because of troubles in Syria, and after spending nine months in a refugee camp in Syria before moving to Australia.
- Can take longer to complete work due to anxiety

### Expectations for the SCE course

- Her children attend school, so she could work and during school hours but would like to be free during school holidays
- She needs to be supported for her anxiety while studying

### Study likes and dislikes

- Enjoys face-to-face contact as she likes working with Children
- She enjoys reading text, watching videos or listen to audio if given the opportunity

### Study motivations

- Motivation for self-employment.
- Self-confidence in starting and running her own business in the service sector
- Stories about poor treatment of women by employers makes her wants to be more independent

### Educational background and experiences

- Cultural restrictions on women's movements when they are not accompanied by a male relative.
- Dropped out of secondary school education, having reached Form 4.
- She got married at 16 and became pregnant shortly afterwards.

## Learner profile 2

**Name:** Adamma

**Age:** 19

**Occupation:** Helps her older sister and brother-in-law with their beignet business

**First language:** French

**Location:** Bertoua, Cameroon

### Expectations for the SCE course

- Study hours need to be flexible due to business and childcare responsibilities
- Fairly English-literate and numerate as she enjoyed studying these subjects at secondary school; can study in French and English

### Study skills strengths and weaknesses

- She struggles with decision-making
- Getting married so early means she has had to depend on her husband and family members to make her decisions and social support

### Study likes and dislikes

- Enjoys face-to-face contact but faces travel restrictions
- She likes read and watching videos that make her aware of the things that matter to her and her community

### Study motivations

- Desire for a full-time job in retail (e.g. shopping centre salesperson)
- “Soft skills”, digital literacy (automated sales tills), networking
- Training provided by a reputable institution

## Learner profile 3

**Name:** Marcela

**Age:** 26

**Occupation:** Part-time waiter in small restaurant and street vendor

**First language:** Spanish

**First language:** Santiago, Chile

### Study skills strengths/weaknesses

- Quick learner
- Requires study support
- Time constraints – underestimates the required commitment and workload
- Anxious about studying towards full-time work due to shift working pattern in retail

### Educational background and experiences

- Has a secondary diploma
- It is a while since she did any formal study
- Not used to studying online, but loves social media

### Expectations for SCE course

- A course that provides flexibility of study arrangements, as her hours are unpredictable due to part-time work needs
- Develop basic management and digital skills, particularly in selling, customer service, cash management skills.

### Tuition likes and dislikes

- Preference for online study
- Likes well-structured materials
- Struggles with deadlines
- Likes learning from others' experiences

### Study motivations

- Being a manager to help set-up along formal commercial lines to be able to earn more income
- How to negotiate with 'middlemen', organised tours as short notice and managing a family business
- Confidence in managing family relationships

### Educational background and experiences

- Left school very early, so cannot read or write.
- Works for her mother and sister to produce and sell Dhokra goods to tourists visiting Dhenkanal
- Occasionally drives an auto-rickshaw to supplement income

## Learner profile 4

**Name:** Anupriya

**Age:** 20

**Occupation:** Makes and sells Dhokra to tourists in Dhenkana

**First language:** Odia language

**Location:** Rural area of Dhenkanal, India

### Expectations for the SCE course

- Study hours need to be flexible due to work and care duties (married to a self-employed electrician with one child)
- Access to other study participants for networking to help boost her confidence

### Study skills strengths and weaknesses

- Anxious when making decisions, which is partly because husband can be abusive towards her.
- She is good at multi-tasking, but is inclined to take on too much to complete tasks
- Cannot read or write well

### Study likes and dislikes

- Enjoys face-to-face contact and talking through study activities rather than wasting time reading
- Prefers to watch videos or listen to audio

### Study motivations

- Career progression – becoming an established owner-manager
- Connect with the national cosmetology market, links to salons that supply “made in Jordan” products, access to capital
- Networking

### Educational background and experiences

- Completed secondary school and worked part-time in beauty salon before set-up her own salon
- Working from home providing hair contemporary hair styling and make-up

## Learner profile 5

**Name:** Khaldah

**Age:** 37

**Occupation:** Hairdresser and beautician

**First language:** Arabic

**Location:** Karak, Jordan

### Expectations for the SCE course

- Study hours need to be flexible due to business and childcare responsibilities
- Access to other study participants for networking
- Specialised support for her anxiety

### Study skills strengths and weaknesses

- Disciplined
- Well-organised
- Can take longer to complete work due to anxiety
- Is inclined to take on too much

### Study likes and dislikes

- Enjoys face-to-face contact
- Dislikes theoretical materials and anything that wastes time
- Prefers to read text rather than watch videos or listen to audio

### Study motivations

- Starting and running a business that allows her to make more profit that she can keep
- Wants to know more about chicken farming or growing medicinal plants, but would also like help with other ideas about doing business

### Educational background and experiences

- She did not attend school regularly and does not have a formal education
- Has experience of working on family farm and running a small business that makes and sells palm hats to tourists in the cities

## Learner profile 6

**Name:** Maria

**Age:** 45

**Occupation:** Works with husband on family farm and makes and sells palm hats to tourists

**First language:** Spanish

**Location:** Caltapec region of Puebla, Mexico

### Expectations for the SCE course

- Study hours need to be flexible due to business and childcare responsibilities
- Support with her study is needed because she did not go to school regularly

### Study skills strengths and weaknesses

- Well-organised, which she thinks is because she do several tasks every day (childcare, farm work, and making and selling hats)
- Is inclined to take on too much time in completing work because she likes doing things effectively

### Study likes and dislikes

- Enjoys face-to-face contact , but has been using social media recently to network
- Prefers training that does not rely on reading a lot of material as she did not attend school regularly; enjoys watching images, videos and listen to audios